Contact us

There are a number of ways you can contact PhoneWatch, we are always ready to help you with any questions you might have.
See our contact details below.

Customer Support:
1850 753 753

FAQs

For any questions you may have please visit our website:
phonewatch.ie

Floors 3 - 5
Block 1
Irish Life Centre
Lower Abbey Street
Dublin 1

24-hour Monitoring
Emergency Services
Emergency Fire Services
Panic Response
24-hour Technical Support
Unlimited System Maintenance Visits
Wireless Components
App for smartphone

PSA Number: 00621

ALARM MONITORING I.S. 228:1997 NSAI Certified
INTRUDER ALARMS EN 50131-1:2006 NSAI Certified

PW0002

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PhoneWatch Home Safety System
User Manual - Domonial

Your PhoneWatch Alarm

Thank you for choosing the PhoneWatch Home Safety system.

We hope you enjoy the benefits of using the PhoneWatch system for many years to come and that it will keep you, your loved ones and your home safe and secure.

This user manual will help in your everyday use of the alarm system. Please take time to read through it, as it gives you important information and some good tips on using the system.

If the alarm is activated

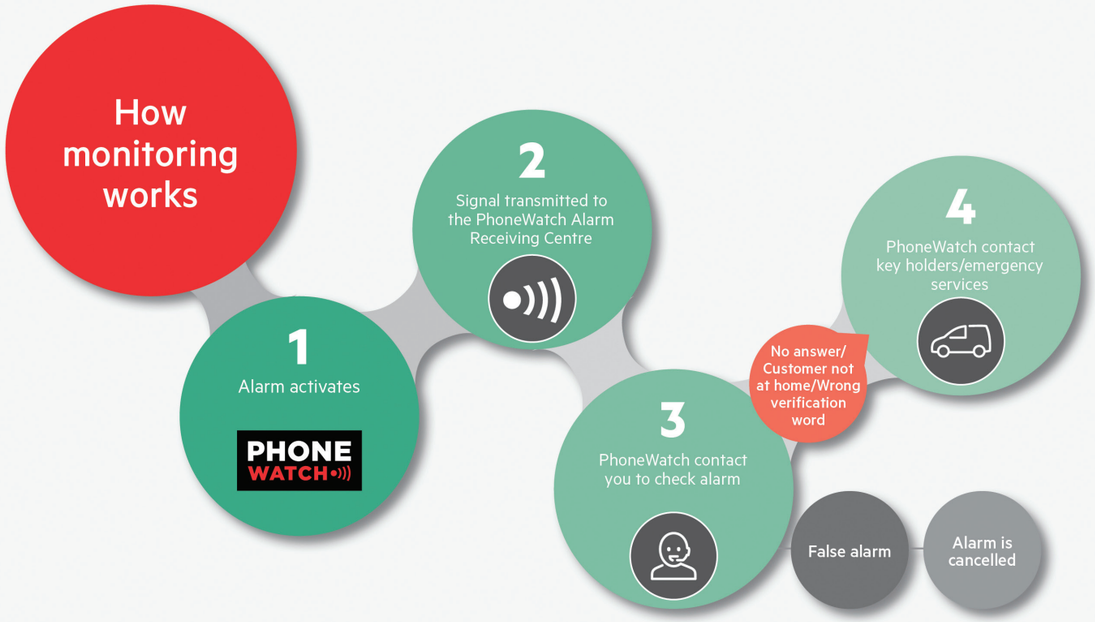
If the alarm is activated, the Alarm Receiving Centre will phone your home or your mobile to check you are ok. If they make contact, they will ask you for your verification word to verify you are the genuine user of the alarm system. If nobody answers or if we are given an incorrect verification word, we will call keyholders and the emergency services, if required.

If your alarm system has motion sensors with cameras fitted, images are transmitted to the Alarm Receiving Centre immediately, where they are verified and the appropriate action is taken.

Procedure for transmitted images

Images which have been transmitted will be treated as follows:

- The images are used by the PhoneWatch Alarm Receiving Centre to determine appropriate action.
- The images are processed by authorised expert staff at our Alarm Receiving Centre.
- All images received remain accessible for up to 21 days. On the 22nd day, images are routinely deleted.
- The images cannot be passed on to any third party, other than the Gardaí.
- Handling of the images is in accordance with requirements set out by the authorities.



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Description of the Home Safety System

The control unit is the brain of the Home Safety System, it is fitted separately from the keypad and is hidden from potential view and damage. The control unit collects data that is sent by the sensors, it registers arming and disarming and communicates with the PhoneWatch Alarm Receiving Centre.

Properties

RADIO

- Narrow band FM, 868 MHZ
- Unique identification for every component in the system, interference from neighbouring systems is not possible
- Reports interference

ELECTRICS

- 220v - 240v ac with battery back-up
- Built-in surge protection
- Monitoring of power supply

ALARM TRANSMISSION

- Built-in alarm transmitter
- Transmission is monitored using periodical testing

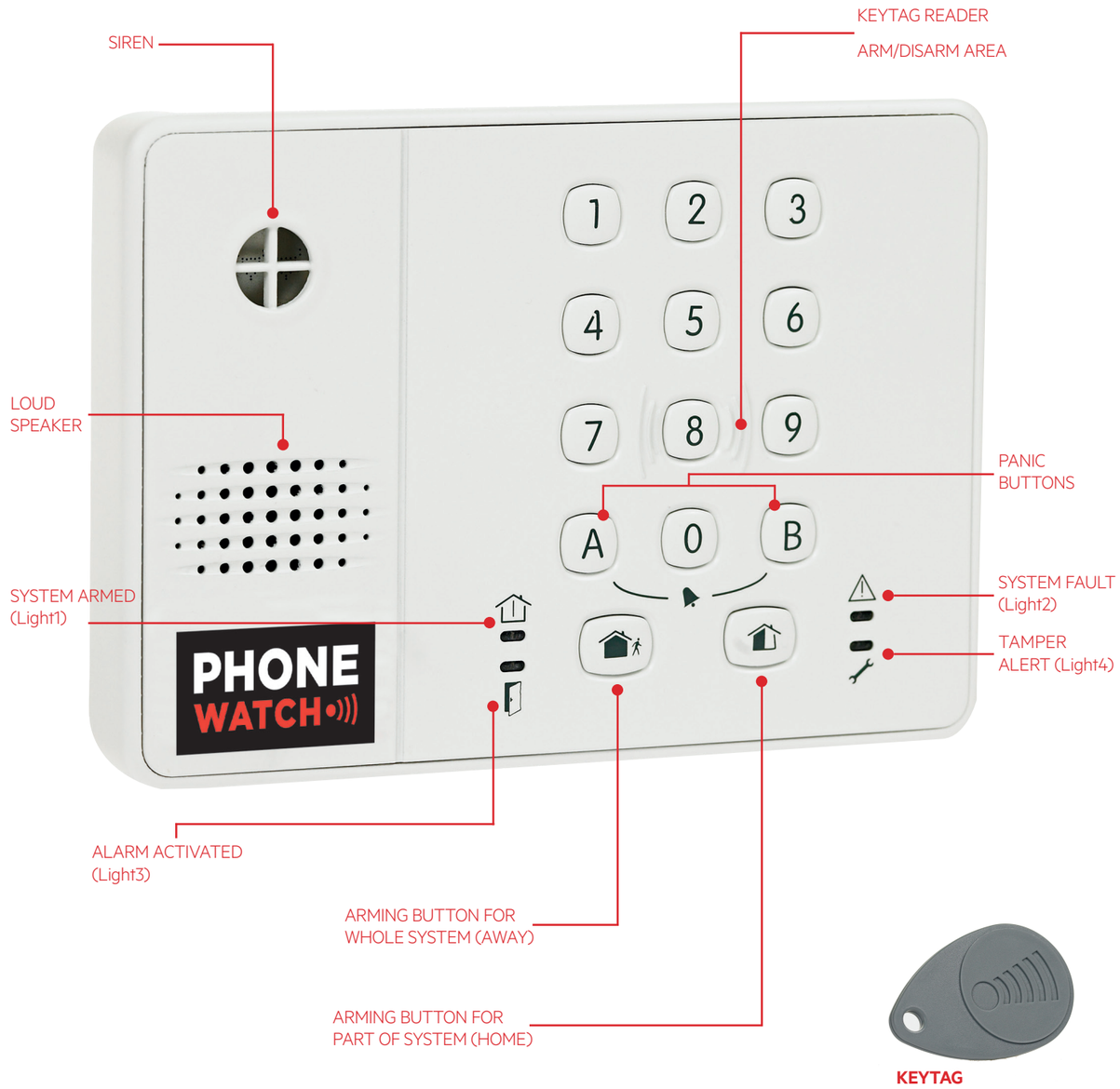
FUNCTIONS

- 3 settings: Away and Home and Off
- Up to 24 sensors
- Alert functions
- Control unit and sensors are tamper-proof

How to use the keypad and keytag

The keypad is equipped with a keytag reader allowing users to arm/disarm the alarm system using either a valid code or keytag.

It also has an internal siren. The keypad can have up to 9 users configured. To add, remove or configure users, please contact PhoneWatch.



KEYTAG

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Arming your system using your user code or keytag

Press an arming button on the keypad and enter the user code, or swipe a registered keytag over the number 8.

4 figure user code or keytag ——— Arms the entire system (Away)

4 figure user code or keytag ——— Arms part of system (Home)

- Arming can be done by either using the keypad and your user code or using your keytag.
- The keypad will emit code acknowledgement tones, followed by delay tones for exit. If the keypad indicates there is a contact sensor fault, it could mean one of your windows/doors (which are fitted with a sensor) are open, the system must be disarmed and then all windows/doors checked.
- Arming is completed automatically at the end of the arming period for exit (depending on the system configuration).

NOTE:

- Always ensure that arming is followed by the code acknowledgement tones.
- Arming is not reversed by continuing to hold the keytag in front of the keypad. You must remove the keytag from the keypad for a moment and then swipe again.
- After arming, swiping your keytag a second time during the arming sequence will disararm your system.

Please ensure you close all interior and exterior doors and windows before setting your alarm

Disarming your system using your user code or keytag

How to disarm the system:

- Enter a valid user code or use your keytag.
- The keypad gives a disarmed tone and green light goes out.

Note: The installation engineer will have programmed an entry delay so you have time to disarm the system on entry.

NOTE:

- Always turn the system off when you enter your home.
- Always ensure that disarming is followed by the disarmed tone.
- The status is not reversed by continuing to hold the keytag in front of the keypad.
- You must remove the keytag from the keypad for a moment and then swipe again.
- Even if the siren is turned off, this does not stop the transmission of the alarm signal to PhoneWatch.

If there is a fault when arming the system

If the system detects a fault on arming, it will allow you to proceed to arm the alarm system.

- The keypad emits a fault tone (rapid succession of beeps) after the acknowledgement tone.
- Check that all doors and windows equipped with door contacts are closed.
- Begin arming the alarm again. If the fault tones continue contact our Customer Support department.

Reset the system after an activation

If one of the lights on the control unit, 1, 2, 3 or 4, is blinking slowly, this means that your alarm has been activated (see page 9 for more details about the lights). If there is an alarm activation in the memory, the system cannot be armed until it has been reset.

In order to reset the system, all you need to do is disarm it by using a valid user code or a keytag. If there is more than one alarm activation in the memory, **repeat this for every one until lights 1, 2, 3 and 4 have all stopped blinking slowly. If the blinking persists, there may be a fault. In this instance, please contact Customer Support.**

Protection against use of the wrong user code

If you enter the wrong user code 5 times in succession or use non-registered keytags 5 times in succession, the keypad is locked for 5 minutes and a sound alarm is triggered.

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Indicator lights

Light 1 “SYSTEM ARMED”

ALIGHT: The entire system is armed (Away)

BLINKING SLOWLY: Part of the system is armed (Home)

OFF: System is disarmed

Light 2 “SYSTEM FAULT”

ALIGHT: There is a fault in the system (batteries, power, gsm). If this light stays on contact PhoneWatch

BLINKING SLOWLY: Fault is registered in system memory needs to be reset

OFF: No Fault

Light 3 “ALARM ACTIVATED”

ALIGHT: The alarm has been activated.
This includes opening a door contact and being in sight of a motion sensor

BLINKING SLOWLY: There is an alarm activation registered in the memory

OFF: No alarm activation

Light 4 “SENSOR/PANEL TAMPER WARNING”

ALIGHT: There is an issue with a sensor/panel

BLINKING SLOWLY: There is a fault registered in the system memory, needs to be reset

OFF: No sensor warning

Keypad tones

Each time you set your alarm panel you will hear a series of beeps prior to the arming tone.

Arming - On arming one beep per second

Arming on the away function: the beeps continue until the outer door is closed
Arming on the home function: the beeps continue for 30 seconds until the system is armed

Disarming - Long, continuous beep

The duration of this beep is about 2.5 seconds. This confirms that the system has been properly disarmed

Entry delay - On entry one beep per second

This entry delay continues for 20 seconds after you have opened the outer door. You must disarm the system within this time. Please note: The entry beeps won’t start beeping immediately on entering. The time allowed to get to the panel to disarm will commence immediately.

Fault - 7 rapid beeps followed by 7 more

This indicates a fault in the system

Alert - 4 beeps in the event of alarm activation sent via keypad

Confirms the transmission of an alarm activation to PhoneWatch

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Using the remote control (with 3 indicator lights)

The remote control can be used to arm or disarm the alarm system, or to activate an audible or silent alarm.

The remote control is an optional extra.

Arming all or part of the system

Note that when using this remote control, arming occurs immediately i.e. there is no delay. Only arm the system when you are outside the area to be secured.

Arming all or part of the system:

- Press the Away button for full arm or the Home button for part arm.
- The associated light blinks while communicating with the control unit and then remains lit for 3 seconds to confirm that the system is armed.
- The arming tone is given by the control unit.

Disarm

- To disarm all or part of the system, press the disarm button.
- The associated light blinks while communicating with the keypad/control unit and then remains lit for 3 seconds to confirm the instruction.
- The disarmed tone is given by the keypad/control unit.

Disarming after the alarm has been activated

If the alarm has been activated during your absence:

When you press the disarm button all three lights blink slowly.

- The system is not disarmed on the first attempt (this is to avoid beep tones sounding which might attract an intruder's attention).
- To confirm disarming, press the button once again.
- The associated light blinks rapidly while communicating with the control unit and then remains lit for 3 seconds to confirm disarming.

Checking the status of your system

- To check the status of your system, hold down the control button for 2 seconds.
- All three lights, light several times in succession, then the light on the remote that indicates armed or disarmed stays lit for 3 seconds.

Panic alarm

You can activate a panic alarm at any time, even if the system is not armed:

- Hold down the buttons and at the same time for 3 seconds.
- Depending on how it is configured, the siren on the keypad may be activated.
- An alarm signal is sent to PhoneWatch.

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How the sensors work

1. Door contact

A door contact is a magnetic contact consisting of two parts. One part is fixed to the door frame and the other to the door itself. When the door or window is opened, the sensor is activated.

Always ensure that all doors and windows are closed before you set your alarm.

2. Motion sensor with camera

A motion sensor, with a built-in camera, reacts to temperature fluctuations caused by a person moving around.

When this sensor is activated, it simultaneously takes photographs that are transmitted to the PhoneWatch Alarm Receiving Centre.

3. Smoke alarm sensor

A smoke alarm sensor is fitted to the ceiling. It covers up to 50 square metres in an open area. This sensor can react to steam/cooking fumes. Avoid smoking in the vicinity of this sensor.

4. Carbon monoxide sensor

The CO8M detects dangerous levels of Carbon Monoxide (CO). When dangerous levels of Carbon Monoxide are detected, the siren will sound and the red alarm light will flash to indicate an alarm status.

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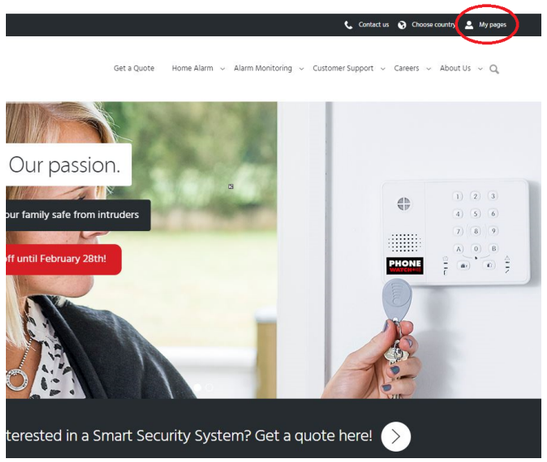
The PhoneWatch alarm app

How to set up your app

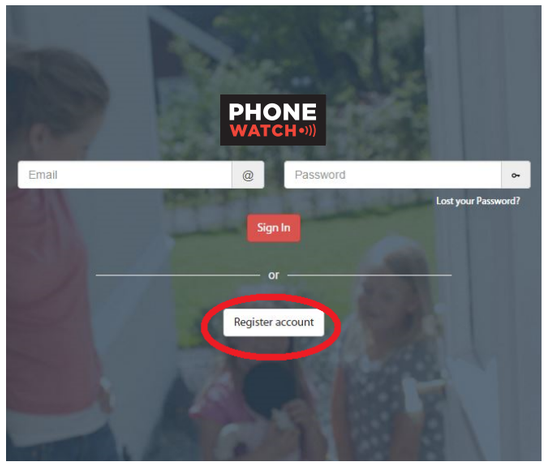
Please follow the steps provided to set up your app preferably using a PC/laptop/tablet

STEP 1



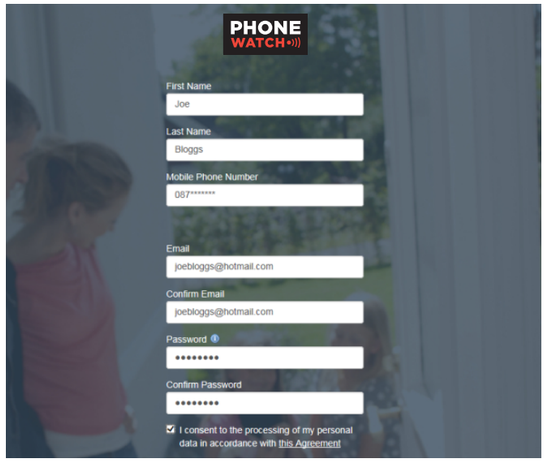
1. Click on phonewatch.ie (see above image)
2. Click on to mypages (top right)

STEP 2



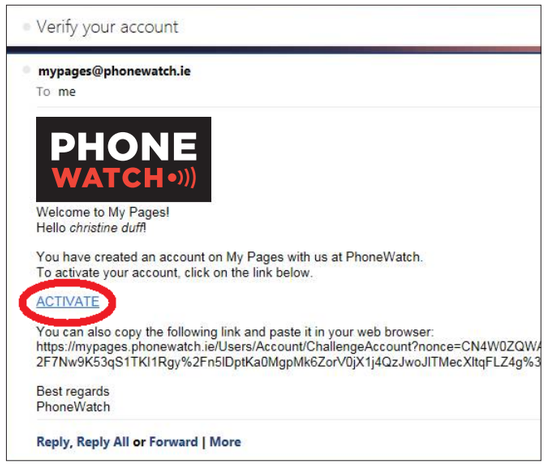
1. After you have clicked onto mypages, you will be directed to this screen – click on register account.

STEP 3



1. Fill out the details (please note, the email address that you provide here will be your username)
2. Choose a password (this must contain at least eight characters: one capital letter, one number)
3. Click register – once this is done you will receive an email to the address provided from **mypages@phonewatch.ie**

STEP 4


Verify your account
mypages@phonewatch.ie
To me
PHONE WATCH
Welcome to My Pages!
Hello christine duff!
You have created an account on My Pages with us at PhoneWatch.
To activate your account, click on the link below.
ACTIVATE
You can also copy the following link and paste it in your web browser:
Best regards
PhoneWatch
Reply, Reply All or Forward | More

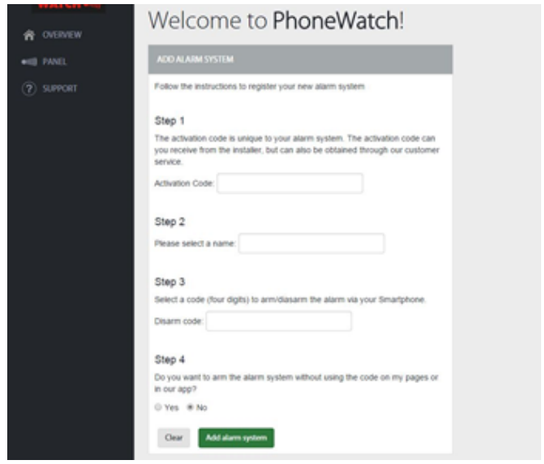
1. Above you will see an image of the email you will receive.*
2. You need to click on the 'ACTIVATE' link within this email to take you onto the next stage.

*Please be sure to check junk/spam/ other folders, if not found in your inbox folder.

STEP 5

1. Enter your user name
2. Enter your password
3. Click login

STEP 6


Welcome to PhoneWatch!
OVERVIEW
PANEL
SUPPORT
ADD ALARM SYSTEM
Follow the instructions to register your new alarm system
Step 1
The activation code is unique to your alarm system. The activation code can you receive from the installer, but can also be obtained through our customer service.
Activation Code:
Step 2
Please select a name:
Step 3
Select a code (four digits) to arm/disarm the alarm via your Smartphone.
Disarm code:
Step 4
Do you want to arm the alarm system without using the code on my pages or in our app?
Yes
No
Clear
Add alarm system

1. Fill in the activation code – this code will have been given to you by the engineer who installed your alarm, alternatively you can call the Customer Support team on 1850 753 753 who will provide you with this code.
2. Select an alarm name, for example 'Home' or 'Office'
3. Select a four digit code – we recommend this code to be different to the code you use for the alarm itself, this is for added security.
4. You will be asked if you would like to be asked for this four digit code when accessing your app. We recommend you select ***'no'*** here, for added security.

STEP 7

1. Click into your Google Play/Apple App store on your mobile phone
2. In the search bar at the top of the page, type in PhoneWatch
3. You will see the following icon appear
4. Click on this icon to download the app to your mobile phone.

App Store – Iphone

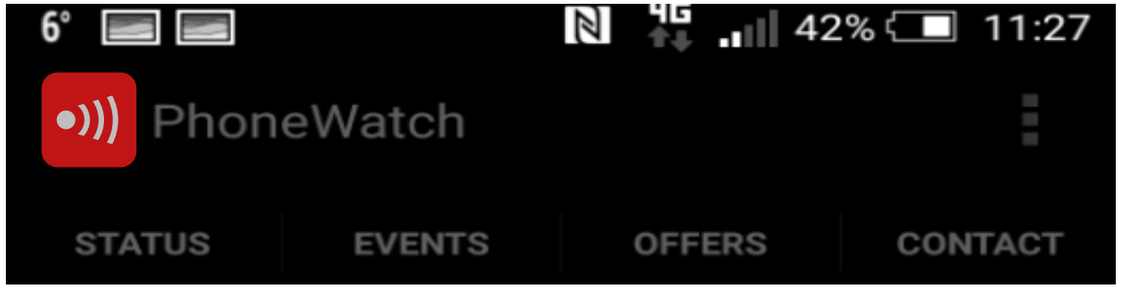
Play Store – Android Phones / Smart Phones

The PhoneWatch alarm app

How to use your app

1. Enter your username (email address)
2. Enter password
3. Click login

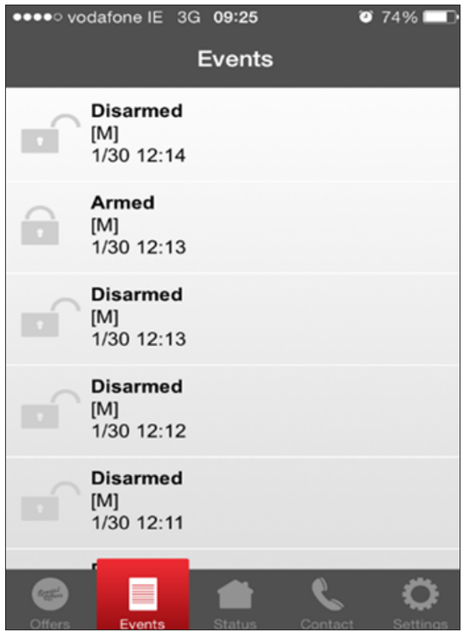
When you log into the app, the following options will appear

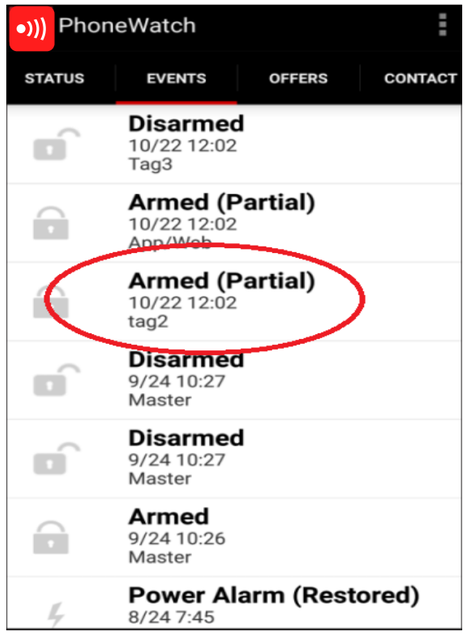


EVENTS

- The event option allows you to see the alarm history*
- You will be able to view when the alarm was armed / disarmed
- The image on the left below shows the system was armed / disarmed using the mastercode [M]
- The image on the right below shows the alarm was partially armed using one of the keytags, the assigned name would display here.

*Approximately 20 events will be displayed



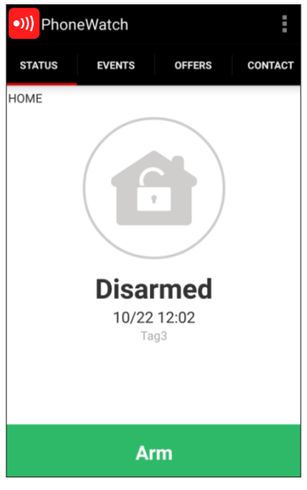


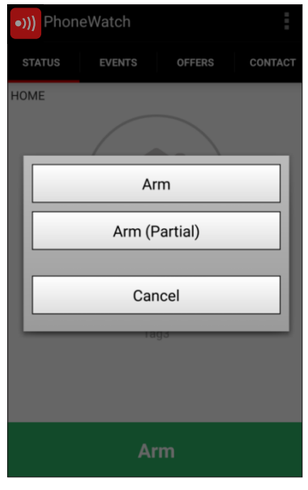
STATUS

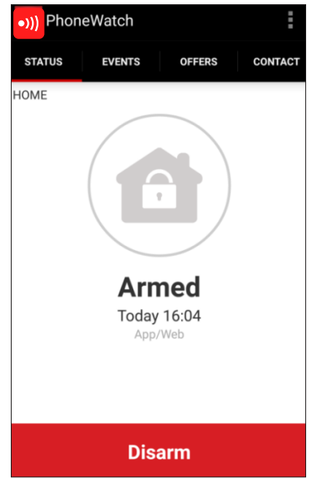
This will show the current status of the system, from the image to the left, we can see this system is currently disarmed.

The image on the right displays a system which is armed.

This feature will also allow you to arm or disarm the system by clicking Arm / Disarm in the coloured box.





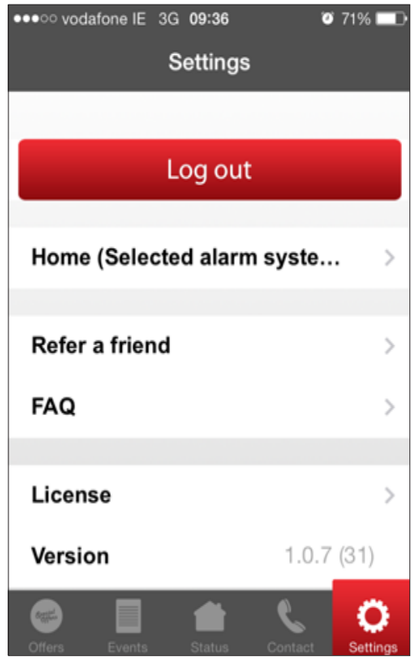


1. Click arm – two sections will appear, part arm and full arm – as displayed in the middle image above.
2. Part Arm refers to your part setting (image relates to the same setting on your panel)
3. Full Arm refers to your full setting (image relates to the same setting ion your panel)

SETTINGS

Logout – this will allow you to log out of the app after use. We would recommend you do this each time you finish using the app as an added security feature.

Home - If you have more than one alarm system you can select each system here.



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Maintenance and recommendations

- We recommend you test your alarm system weekly. Prior to testing, contact our Customer Support department during normal business hours on 1850 753 753.
- Avoid impacts to the components and ensure especially that you do not drop the wireless remote control.
- No component should be immersed in water.
- Only use a dry cloth to clean components (not cleaning products).
- Keep clean and dry at room temperature.
- Used batteries should be disposed of in the correct way.
- Avoid prolonged exposure to the sound of the siren.
- Do not hide motion sensors behind curtains, furniture etc.
- Components must not be painted or papered over.
- Do not try to open or move components.
- Components are protected against tamper and some could cause electric shock.

Notes

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